Pickering Public Library
Human Resources, Central Library
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External Job Posting, Pickering Public Library

Are you a natural leader? Are you passionate about customer service? Would you like to work in your community with a great team of dedicated staff? Then Pickering Public Library is the career choice for you!

Pickering Public Library has an exciting career opening for a dynamic and enthusiastic **full-time Client Services Specialist,** to take our Adult Services to another level of client engagement with new ideas, solid leadership, partnership, planning and execution. Reporting to the Manager of Community Engagement, the successful candidate will ensure the provision and leadership of effective Library programs and services (inside/outside and online) for library clients targeted to the adult population in the community. The candidate must have a significant and successful history of functional leadership experience including leadership of multiple long-term projects and functions. Candidates must have demonstrated supervisory experience including the motivation and coordination of junior employees and/or volunteers. Candidates must have a substantial history of proactively engaging with the public in a variety of innovative and successful ways. The ideal candidate will be an energetic, innovative, tech-savvy team builder and go-getter with outstanding organization and multitasking skills. A demonstrated passion for technology and community engagement dedicated towards adult population is a must. **Candidates will be scheduled and must be available to work varying shifts including days, evenings, and weekends (Saturdays and Sundays) at any location within the library system.** Candidates must also be able to travel to offsite meetings and events in the GTA. Performance expectations will be measured by achievement of relevant service goals and by proficiency with organizational, technology, and public service competencies. Candidates without library experience and without a master's degree are also welcome to apply!

 Salary: $30.66 per hour

 Hours: 35 hours per week (unionized position)

The successful applicant:

- Coordinates and delivers library and outreach programs.

- Promotes Library services to the community.

- Assists and advises library users in the selection and use of Pickering Public Library's collections and services, which may include individual or group instruction and library tours.

- Liaises with community groups to build effective partnerships.

- Maintains awareness of and advocacy for the library needs of clients.

- Co-ordinates the development of designated collections.

- Stays current with developments and emerging trends within the field as it applies to enhancement of services in support of the library as a learning organization.

- Demonstrates and maintains the required level of technical proficiency.

- Trains and supervises the tasks of junior staff.

- In the absence of management staff, is responsible for safe operation of the Library facility.

- Prepares statistics and reports as required.

- Other duties consistent with job responsibilities.

Applicants must have:

- Master's Degree in Library and Information Science or an equivalent combination of education and experience.

- 6 months' related leadership experience.

- Necessary job competencies: accountability, client focus, communications, flexibility, leadership, problem-solving & decision-making, teamwork & relationship building.

Pickering Public Library is a competency-based workplace. The Library seeks applicants with specific aptitudes (see the attached list of competencies and visit us online at http://www.picnet.org/careers).

Candidates will be scheduled to work varying shifts including days, evenings, and weekends (Saturdays and Sundays) at any location within the library system.

We thank all applicants for their interest. Please note that only candidates selected for an interview will be contacted. Successful applicants must be prepared to undergo a satisfactory Criminal Records Check (which may include the CPIC vulnerable sector search) as a condition of employment.

Please quote Job ID #E-4 and email resumes to Human Resources: careers@picnet.org

In your cover letter, please briefly list your noteworthy programming projects and leadership experience.

Closing date for applications: March 31, 2017

Planned starting date: April 2017

Competencies

ACCOUNTABILITY
Reviews and assumes additional responsibilities. Supports others to perform work safety.
- Follows through on commitments by delivering work that meets professional standards and confidentiality
- Ensures workload is consistent within team and meets organizational requirements
- Does not blame others for mistakes
- Will shift priorities to meet deadlines and commitments.
- Does not take shortcuts that could increase the risk of security or Health & Safety concerns and ensures others are working in a safe manner

CLIENT FOCUS
Works on a continuous basis to meet or exceed client and organizational needs
- Analyzes and anticipates the client's long term needs
- Builds strong collaborative and mutually beneficial relationships with clients and partner agencies
- Identifies future / prospective clients and develops strategies for gaining / attaining their membership
- Clarifies client expectations and personally commits to resolving client issues
- Revises approach or actions based on client needs.
- Recognizes potential problems and works to resolve issues before they progress
- Uses client feedback to make recommendations for changes in processes and procedures

COMMUNICATION
Ensures that communication efforts meet the needs of various groups and are properly understood
- Checks for understanding, by analyzing verbal and non-verbal responses and takes actions to correct misunderstandings
- Summarizes large amounts of information and data in a clear concise language
- Communicates effectively with various individuals and groups by taking into account verbal and written comprehension requirements
- Demonstrates appropriate communication during difficult, high stress and/or emotional situations
- Addresses concerns in a transparent and professional manner and encourages others to approach situations in the same manner.

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FLEXIBILITY

Continuously adapts behaviours and approaches to address specific situations

- Researches new information and approaches in order to adapt to changing needs
- Supports the organization by adapting long term plans, goals, assignments and approaches to meet the needs of changing situations
- Collaborates with diverse individuals in order to maintain organizational effectiveness during periods of uncertainty or change
- Encourages different opinions and perspectives

PROBLEM SOLVING & DECISION MAKING

Considers issues from various angles; develops multiple solutions and adapts approach and decision making as required

- Breaks down issues in order to identify core components
- Develops multiple solutions and considers the advantages and disadvantages of each solution
- Asks questions and does research to learn more about the issue
- Makes revisions and alters solution when required

TEAMWORK & RELATIONSHIP BUILDING

Shares ideas, concerns and solutions with the team. Builds on current working relationships while developing new ones

- Develops relationships by establishing respect, trust, support and understanding
- Recognizes and responds to the concerns and perspectives of others.
- Builds on established rapport by asking questions to identify shared interests and to develop a common ground
- Recognizes others' assistance and contributions with gratitude and appreciation
- Recognizes and builds networks or relationships with others to meet current and future needs.
- Solicits input and feedback from others

LEADERSHIP

Promotes and builds internal commitment

- Seeks consensus to build commitment and support for a decision or project
- Fully supports change and will work with others to increase cohesiveness and address issues
- Will elicit the feedback of others to improve and respond to situations or decisions
- Upholds the values of the organization by modeling behaviour that exhibits organizational expectations

Alternate formats available upon request. Please talk to Library staff.

Pickering Public Library is an equal opportunity employer The Library encourages and welcomes applications from our diverse population including qualified aboriginal Canadians, persons with disabilities, members of visible minorities, and women. If you require accessibility accommodation, please contact the Director of Human Resources at 905-831-6265 ext. 6222. To access further information about Accessibility at Pickering Public Library please visit www.picnet.org

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